



Service User Guide

Philosophy of Home Care Service

Introduction

Old Friends Care Limited is a domiciliary care provider based in Redditch. The company was established in 1994 and has maintained a stable client base within the Redditch district and surrounding areas throughout that period. The company name was to reflect the local support that we could establish by consolidating our services to a set geographic area and promoting the friendliness of a local service to local clients.

Mrs McNally, the director, worked as a general nurse for 15 years and was involved in all aspects of nursing care, with considerable time being dedicated to the continuing care and rehabilitation of the elderly, the varied experience provided opportunities to obtain many courses to enhance abilities to promote the service.

Our philosophy is to provide a high standard of holistic care to promote independence, and rehabilitation for the person to remain in the comfort of their own home.

This Service User's Guide should be read in conjunction with Our Statement of Purpose, (copy available on request) which sets out:-

- Our aims and objectives
- The nature of the services which we provide
- The names and qualifications of the people who manage the company
- The range of qualifications of our care works
- Our arrangements for handling complaints and suggestions

Mission Statement

- We succeed only when we meet and exceed the expectations of our service users
- We have a passion for excellence and endeavour to set and deliver the highest standards of service, values and integrity and professionalism
- We celebrate the diversity and power of peoples ideas and cultures
- We respect and aim to enrich the communities in which we do business

Old Friends Care is committed to providing a range of effective quality care services, making best use of the resources available and enabling individual service users to live as independently as possible within the community.

We will work with service users according to an agreed care plan, towards the recovery or development of the daily living skills they need to improve their quality of life.

We will support people who need assistance to maintain their current level of independence in their own home.

We will provide a range of services to a standard that will satisfy the expectations and needs of our service user and their carers, in ways that will ensure best value for money.

The quality of care will be assured by maintaining quality management systems, which comply with the requirements of the Care Quality Commission as well as Social services.

Targets will be set and regular checks made to ensure continual improvement of the service and its supporting systems.

Staff development, through training and effective communication and supervision, will help to ensure we meet the standards set.

Quality Charter

This charter helps you to find out about our services by focusing on the following key areas:

- Responding to your needs
- Helping you to stay independent

We will

- Treat you as an individual with courtesy, honesty and respect your dignity in line with the dignity challenge.
- Help you to achieve and sustain maximum possible independence about your life style.
- Work in partnership with you to provide services you need.
- Involve you in decisions and give you enough information to make informed choices.
- Treat you fairly on the basis of need and not discriminating against you.
- Respect your views and enable you to influence service developments.

Home Care Service Standards

We will make sure you are aware of any costs involved in providing your care and advise you of the need to sign and check the care workers time sheet.

A person centred Plan, is the key document for your care. We will have assessed areas of risk and identified your needs, and this is recorded on your plan we will have identified outcomes, we then decide how our staff can properly meet these needs, and this forms your service delivery plan.

The outcome of the plan will be continuously reviewed because people's needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we're delivering the right care.

We will always seek your opinions and input when developing the service delivery plan and making changes or amendments to it, to ensure that you are fully satisfied with the care you receive from us.

We also recognise the value in involving your family members, relatives and friends in your service delivery plan, and we will if you wish and with your permission, invite your family and friends to participate in the person centred planning outcome focused care.

As we start to work for you, we will be generating records of visits and tasks performed on a daily basis. You have the right to have access to these service logs and records at any time. Please understand that your carer will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we can maintain the best care options for you.

We will provide you with a Service User Folder. This has all the information needed for service to be delivered safely and in line with your care plan.

Your service would usually be reviewed after six weeks but if you have come home from hospital, we will review your care needs with you and any other agencies involved after four weeks and arrange for the appropriate service to be provided.

We also carry out a risk assessment of your home, this will identify the risks involved in the proposed activities of the service user plan, all significant findings will be recorded and an action plan developed, this will be reviewed as an ongoing process.

We will not stop your service without reviewing your needs unless it is at your request.

We will give you a minimum of two weeks notice of the review visits. There may be occasions other than for the purpose of a review when we will call to see you unannounced.

If your services are going to change following a review of your needs, with your agreement, a new service delivery plan will be implemented to include the new outcomes.

Your needs will be reviewed annually.

If your needs have changed and you request a review visit it will be arranged within one working week or within 24 hours if it is an emergency which affects your safety.

We can be contacted on:

- Main office number 01527 525583

- Monday Friday 8.00am - 5.00pm

Out of hours including weekends - Automatic to pager

We will arrange to visit you at least once a year to check the quality of the service you receive, once when the care assistant is with you.

We will arrange care so that you receive your help from as few care workers as possible.

We will let you know:

- The names of the care workers who will assist you.
- The time of your visits to the nearest hour to suit you.
- We will do our best to let you know about any changes (for example if your care worker is unable to visit you as planned)
- Have needed to make alternative arrangements to ensure your well-being.

We will aim to give you advance notice of any change of care assistant for instance when they are on holiday, etc.

The care worker will carry an identification card with their photograph on it as well as Old Friends Care logo.

We will ensure that the care workers who come to help you with your personal care needs are trained to carry out these tasks.

If you have a particular personal care need on the day that your care worker calls they will try to be flexible and help with this. They can ask us to re-assess your needs if your circumstances change.

Old Friends Care take very seriously the responsibility of keeping your information confidential, we will share this with appropriate professionals such as GP's and nurses with your consent. If there is a risk to your health and safety we might have to do so in cases where consent has not been given.

We will treat you fairly based on your needs, and will not discriminate against you for any reason. We will respect your dignity and privacy, culture, beliefs and religious needs.

We do not offer nursing care

The sole criterion upon which we accept service users is the perceived ability of company to provide assessed care needs. Therefore, we offer our services to service users irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender, sexual orientation and disabilities or impairment.

Home Care

Home Care can provide you with a range of services, according to your needs and agreed care plan. They include:

- Personal care such as help getting in/out of bed, washing and dressing.
- Bathing.
- Meals and guidance about nutrition.
- Shopping and pension collection (if this is part of your care plan)
- Care in emergencies.
- Health monitoring in conjunction with health professionals.
- Flexible break services for regular carer
- Live in care
- Rehabilitation (after a stay in hospital)

Who can have Home Care?

Anyone can have care in his or her home. Social Services will pay if you meet their criteria. Everyone is entitled to an assessment of their needs irrespective of their financial situation or age. You may need care for any of the following reasons:

- Frailty due to age
- Physical disability
- Mental health problems
- Learning disabilities
- Recovering from an operation or serious illness
- Terminal illness
- Support for families in need
- If you need help caring for someone

Resource Centre

Old Friends Care offer the facility of a Resource centre, providing:

- Basic computer skills
- Pampering sessions
- Activities and hobbies

Service User Outcomes

We embrace the concept of personalisation in achieving the outcomes for our service users as detailed below:

Service User Outcomes

A	I am treated as a person
B	I am at the centre of my care
C	The care I receive does not cause me stress
D	I am involved in all decisions about how my care is provided and who provides my care
E	My care fits in with my lifestyle
F	I have continuity of care
G	My care works in partnership with and respects my informal carers
H	My cultural needs are met and understood
I	People who provide my care are non-judgemental, non-discriminatory and respectful
J	People respect my property
K	I have an outcome focussed care plan, written with me, that is flexible and has me at its centre
L	The managers of my paid care, my paid carers, my informal carers and myself communicate effectively
M	My care works in partnership with other agencies to make my life as fulfilled as possible
N	I am confident to make a complaint which is taken seriously and appropriate action is taken

O	My privacy and dignity is respected at all times
P	I keep as active as I can be/want to be
Q	I am safe and secure
R	I am as healthy as I can be/want to be
S	I am as clean and as comfortable as I want to be
T	I have a feeling of wellbeing
U	I am as independent as I can be
V	I am allowed to take risks
W	My medication is safely managed
X	I access the community and maintain all my friendships
Y	My carers support economic wellbeing
Z	My carers enable me to manage my money safely
AA	I manage change to the best of my ability
BB	My risk of falling is discussed and made clear to me

What happens if my needs change?

- Your care worker will phone our office and ask for a review of your care plan.
- We will not cease your care without reviewing your service, unless it is at your request.

If you need more information about organisations who provide services for people who need care to remain in their own home, Please telephone our office **01527 525583**.

Working safely with you

We have a legal duty to make sure that our care workers carry out their work in a way, which is safe for them and for you. To ensure a safe working environment a risk assessment is carried out to identify any risks in your home or the way in which care is provided. You will be consulted about any changes which have to be made to ensure risks are removed or minimised, for example if you need help with bathing, it may be safer for you to have a bath seat.

Equipment in your home

Following your assessment, it may be necessary to provide equipment to enable the care worker to care for you safely. Social Services or the local Health Authority will provide some of this equipment.

Because we do not provide any equipment, you will need to make sure that the following items are available:

- Cleaning materials, e.g. toilet cleaner
- Towels and toiletries for your personal hygiene

As a result of your assessment it may be necessary for you to have specialist equipment. Some equipment will be provided free of charge by Health or Social Services; however, you will have to purchase items costing £30.00 or less yourself, for example a bath board and seat. The exception to this would be if such equipment were necessary to comply with health and safety requirements, for example a raised toilet seat or a sliding sheet.

Details of Insurance

The agency has a comprehensive policy which provides Employers Liability Cover, Public Liability Insurance - in respect of legal liability for injury to third party persons and damage to third party property damage excess. Your household insurance will cover breakages or damages with your home, however, the agency's policy covers instances where it can be proved that a care worker has been negligent and can be held legally liable for an incident.

How do I know who will be helping me?

We will arrange your care so that you receive your help from as few different care workers as possible. We will let you know, to the nearest hour, the time of an arranged visit and we will do our best to let you know about any changes. For example, if your normal care worker is unable to visit you because of holidays, sickness or an emergency, we will make alternative arrangements to ensure your well-being.

What can I expect from my care worker?

Your care worker will:

- Carry out tasks, which have been agreed in your care plan following appropriate procedures.
- Respect your dignity, privacy, culture, beliefs and religion.
- Provide identification showing a photo and company logo.
- Wear a uniform

Duties and activities not to be undertaken by care staff

- Where the service user is receiving on-going medical / nursing care the Care Worker must not become actively involved, but may be required to offer personal assistance to the service users, which may include disposing of syringes (for self-injecting service users) and the emptying of commodes, but must not be involved in any invasive procedures.
- Care workers should not undertake nail cutting. This task should be arranged to be done by a qualified Chiropodist.
- Care workers can provide a shave using an electric razor but wet shaves should not be routinely undertaken a specific risk assessment will be undertaken to cover this activity.
- Ear and Eye drops can only be administered by a care worker if they have received relevant training and paperwork to support this training has been completed, signed, and received back in the office.
- Dressing can only be applied by a Care worker to a wound that isn't broken. A specific risk assessment will be completed and details added to the plan of care. Any broken skin must be dressed and monitored by a trained nurse but in exceptional circumstances a care worker may be required to remove a soiled dressing prior to personal care delivery.
- The Care Worker must not directly accept keys to a service user's home. Details for entry to homes will be documented in the initial assessment and any concerns referred to the appropriate department of action.
- The Care Worker must only accept money from a service user for shopping etc. this activity will be included in a financial assessment.
- The Care Worker must not borrow money from a service user, or become involved in lending money to a service user. Similarly, the Care Worker must not take any responsibility for looking after a service users valuables, selling or otherwise disposing of goods belonging to the service user, and must not become involved in betting syndicates (such as the lottery or football pools) with the service user.
- Cleaning duties outside those specified in the Contract, e.g. spring cleaning, and must not be undertaken without special permission from the Care Manager.
- The Care Worker should not smoke or consume alcohol while in the service user's home, even if invited to do so.

- The Care Worker must not bring other members of their family, e.g. children or any unauthorized persons into the service user's home. Similarly, the Care Worker must not bring pets into a service user's home.
- The Care Worker MUST NOT accept any direct payment from the service user for services rendered and MUST NOT become involved in selling any personal goods or services to the service user.
- The Care Worker must not make use of the service user's property, e.g. telephone, for his/her personal use.
- The Care Worker must not carry out their duties in an unoccupied house. If the service user is absent when the Care Worker calls and assuming that the Care Worker has a key, then this must be reported immediately to the Care Manager.
- The personal affairs of other service user's of Old Friends Care must not be disclosed under ANY circumstances to another service user or any other third party. Care Workers must not give out their personal telephone numbers or contact details.
- Care Workers must not use service user's address for correspondence purposes, or provide address as personal details e.g. for bank statements. Old Friends Care address should always be provided if care workers require mail to be sent to them.

Are there things my care worker cannot do?

- They must not accept presents or money from you or be a witness to a will.
- They cannot do anything that could injure you or them. For example they cannot lift or move heavy items
- Withdraw cash from a cash point machine on your behalf
- They must not climb on tables, chairs or up ladders
- Use unsafe electrical equipment.
- They cannot carry out nursing tasks, for example give injections or change dressings.
- **They cannot work for you privately.**
- They must not use their own loyalty card when purchasing goods for you.
- They must not take any other person into your home that has nothing to do with this company.

Statement Of Purpose

Part of the policy documentation that we are required to have in place is a 'Statement of Purpose'. This is a summary of our business, the service that we offer, fees charged and the staff that perform care duties. Should you wish to consult this document, please ask a member of the office staff.

Confidentiality

Keeping records is part of our day-to-day work, just as your doctor, hospital, bank or employer might. We take this responsibility very seriously and take care that this information (given in confidence and sometimes very personal) is kept secure.

Your Care worker or any Old Friends staff will not discuss anything about you with another service user, friends, neighbours or acquaintances.

There may be situations where information needs to be shared, to ensure your safety or that of others. Whenever possible, this will be with your knowledge and consent.

When you are assessed for care, you will be asked to sign a form to say whether you agree to share the details on the forms with other professionals, who need that information in order to deliver the services you need.

Your file may also be checked as part of the inspection and regulation process, which the company have to comply with.

Cancelling your service

If you plan to be away, or are going into hospital, let us know as soon as possible and we will stop your care worker while you are away. When you are planning to return, please let us know in plenty of time, giving at least 48 hours notice so that your service can be restored quickly.

If you are going to be away for six weeks or more, we will offer a new assessment of your needs when you require help again.

Cancellation or withdrawal of care

There may be a few occasions when your home care services may be cancelled due to circumstances beyond our control, for example: severe weather conditions.

Every effort will be made to provide for your essential personal care needs. Your care services will not be withdrawn without first reviewing your needs. Some of the circumstances in which care may be withdrawn are:

- You no longer need the service.
- Your needs change.
- There are health and safety issues.
- You or a member of your household behaves in a way which is considered unacceptable and which goes against our policy of Safer Working Practice for staff.

How much will care cost?

Our terms and conditions for the care service are embodied in our Contract document, which forms the basis of your agreement with us. For privately funded service users, please refer to the copy contract and price list which is enclosed herewith.

Monitoring the service

• Policies

All aspects of managing our business are set out in comprehensive policies and procedures - which are updated in accordance with statutory obligations

These cover staffing, management, and caring for our service users in a safe manner -

It is important that we find out from you what you think of the service we provide. We need to know so that we can maintain good standards and identify areas in need of improvement. We will do this in the following ways:

- A Home Care Organiser will visit you at home at least once a year. The visit may be when your Care Worker is with you.
- We may ask you, your carer and your advocate if appropriate to take part in an annual survey of our Home Care Service. This will help us improve the service.
- We will give you information on the complaints procedure.

- We will also ensure the Care Workers deliver the care you require in a competent and confident way by providing training, support and regular supervision.
- We will be sensitive to the needs of people from minority ethnic groups and deliver care in a way that complies with religion, culture and beliefs.
- We will carry out checks in the office to ensure that the systems in place are working effectively to ensure the service runs efficiently.
- All providers of home care have to be registered with the Care Quality Commission for social care inspection. The Commission will carry out an annual inspection of these services to ensure that we are maintaining standards and meeting our legal obligation.
- A copy of the most recent inspection report will be made available on request. Please contact Old Friends Care office for details.

Your opinions on the services we provide

We value your views and opinions on the Care Services that we provide. We firmly believe that only by asking the users of our services. i.e. you or your family, can we obtain the information that we need to enable us to continually improve our services. Part of our on-going commitment to quality is to ask you to complete a simple questionnaire about your views of the Service, and our staff can tell you more about this. However, we do welcome comments from you at any time.

What happens if I am not happy with the service?

If you are not happy with the service you have received from us, we hope that you will talk to our Office Manager or Care coordinators by telephoning our office. They will discuss your queries or concerns with you and try to resolve them. If you are still not satisfied you can register a formal complaint.

Complaints can arise through simple misunderstanding or genuine dissatisfaction. Usually, discussing the matter determines its cause and a solution can be found. If you are unhappy in any way at all, please tell us so we can do something about it for you.

If you have a complaint or concern, the person to discuss it with in the first instance is Mr. Kevin McNally at our office address, or telephone 01527 525583. Kevin is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.

To provide peace of mind that we have recognised your complaint we will keep a written record of it that you may inspect. We will also keep a record of what we have done to seek to satisfy the matter.

If you are still not satisfied with the outcome, you should raise the matter with the registered authority, Worcester County Council or at any time with the Care Quality Commission. Their address is at the back of this guide.

Other ways to complain

You can discuss your complaint with your local County Councillor or MP. (Addresses from the County Council, your local CAB or library.)

Advocacy

If you need help in solving a problem there are several advocacy schemes across the country. Advocates are trained volunteers who are neutral and independent. What you say to them is confidential. Information and details on your local Advocacy Trust can be found in the Telephone directory or by telephoning our office for details.

Who's Who in our Homecare Team

Our Home Care office is based at 5 Regents Court, Far Moor Lane, Winyates Green, Redditch, Worcestershire B98 0SD

Management organisation and staffing

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| • Managing director | • Care co-ordinators |
| • Business manager | • Office planner |
| • Quality assurance manager | • Administrative assistants |
| • Recruitment manager | • Care workers |

- The Care Workers are the people with whom you will have most contact. They complete an Induction Training that covers aspects of care including personal care and moving and handling techniques.
- Most of our Care Workers have gained or are working towards the NVQ level 2 and 3 award in care.
- There are administrative staffs in the office that are able to deal with any queries you may have.
- The Care Co-ordinators are responsible for managing, supervising a team of Care Workers to ensure that you receive quality care on the day and time you expect. They will visit you at least twice a year please inform them if you have any issues about the way your care is being delivered.

All staff that work for Old Friend Care are appropriately trained, qualified and supervised. Training for Care Workers is continuous and flexible to ensure service users receive care appropriate to their needs, culture and religion. Criminal record POVA (protection of vulnerable adults register) and ISA checks have been made on all of our employees.

Your views and comments – how to contact us

You will be able to contact us through our office Monday to Friday between 8.00 am and 5.00pm on 01527 525583

Copies of our Service User Guide are available in large print format and audio tape.

Our Statement of purpose is available in braille.

Enclosures/Contacts - Contract and Price List Organisations

Care Quality Commission

Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone number 0300 061 6161

Consumer Relations Unit,

Corporate Services Directorate,
Worcestershire County Council
County Hall,
Spetchley Road
Worcester WR5 2NP
Telephone number 01905 763763

Local Government Ombudsman,

2 The Oaks
Westwood Way,
Westwood Business Park,
Coventry CV4 8JB
Telephone number 01203 695999

General Social Care Council

Goldings House,
2 Hay's Lane
London SE1 2HB
Telephone number 020 7397 5100